

Table of Contents

LIST OF OBJECTS	viii
CHAPTER ONE – E-Government and the Public Encounter	1
<i>Purpose</i>	1
<i>Brave New World</i>	7
<i>Literature Gap</i>	11
<i>Is E-Government Enough?</i>	15
<i>Dissertation Plan</i>	20
CHAPTER TWO – Competing Visions of E-Government	22
<i>Visions</i>	23
<i>Something Old and Something New</i>	27
<i>The Business of Government</i>	37
<i>Competing Visions, Complex Realities</i>	41
<i>Government or Business?</i>	47
CHAPTER THREE – Approach to Web Site Analysis, Focus Groups, Questionnaire	51
<i>Web Site Analysis</i>	52
<i>Normative Component</i>	53
<i>Value Constructs</i>	55
<i>Aesthetic Component</i>	67
<i>Aesthetic Constructs</i>	72
<i>Focus Groups</i>	76
<i>Focus Group Approach</i>	78
<i>Questionnaire</i>	79
<i>Questions</i>	80
<i>Familiarity with E-Government</i>	80
<i>General Attitudes Toward E-Government</i>	81
<i>Attitudes toward Web Site Features (Questions (5-9))</i>	82
<i>Demographics</i>	86
CHAPTER FOUR – The Normative and Aesthetic Dimensions of E-Government	
Architecture: Systematic Analysis	87
<i>The Lenses</i>	88
<i>Expressive</i>	88
<i>Behavioral</i>	88
<i>Societal</i>	89
<i>Web Site Analysis: Normative Dimension</i>	90

<i>State Portals</i>	91
<i>State Normative Analysis: Summary Index</i>	103
<i>Normative Analysis: Federal Web Sites</i>	106
<i>Federal Normative Analysis: Summary Index</i>	114
<i>Web Site Analysis: Aesthetic Dimension</i>	116
<i>State Portals</i>	116
<i>State Aesthetic Analysis: Summary Index</i>	121
<i>Aesthetic Analysis: Federal Web Sites</i>	122
<i>Federal Web site Aesthetic Index</i>	123
<i>Overall Findings</i>	126
CHAPTER FIVE – The Normative and Aesthetic Dimensions of E-Government Architecture: Citizen Reactions	130
<i>Focus Group Results: July 10</i>	131
<i>Word Association Data</i>	131
<i>Normative and Aesthetic Dimensions</i>	131
<i>Critiquing Web Sites</i>	133
<i>Focus Group Results: July 22</i>	137
<i>Word Association Data</i>	137
<i>Normative and Aesthetic Dimensions</i>	138
<i>Critiquing Web Sites</i>	139
<i>Questionnaire Data Analysis</i>	143
<i>General Attitudes Toward E-Government</i>	144
<i>Overall Findings</i>	151
CHAPTER SIX – The New Civic Space of E-Government: Dynamics of Change	154
<i>The E-Government Public Encounter</i>	154
<i>Normative Implications</i>	160
<i>Practice Implications</i>	163
<i>It Is Still All About the People</i>	165
<i>Prescriptions</i>	167
WORKS REFERENCED	172
APPENDICES	182
Appendix A – Values, SPSS Coding Variables, and Operational Statements	182
Appendix B – Aesthetic Constructs, SPSS Coding Variables, and Operational Statements	184
Appendix C – E-Government Survey Questionnaire	185
Appendix D – SPSS Data Coding Sheet	188
Appendix E – State Portal Normative Index Scores	190
Appendix F – Federal Web Site Normative Index Scores	192
Appendix G – State Portal Aesthetic Index Scores	195

Appendix H – Federal Web Site Aesthetic Index Scores	197
Appendix I – List of U.S. Circuit Courts of Appeals and Their Jurisdictions	200
Appendix J – July 10, 2003 Focus Group Summarized Web Site Critiques	201
Appendix K – July 22, 2003 Focus Group Summarized Web Site Critiques	203
CURRICULUM VITÆ: Samuel M. McCreary	205